



LEAD PROGRAM RESIDENT LIAISON

The Lead Program Resident Liaison contributes to the mission of the PTSD Foundation of America by serving as the point of contact on matters pertaining to scheduling, directing, and guiding residents on legal, medical, and financial needs. The Program Resident Liaison is responsible for bridging the gap between residents and civilian courts, medical professionals, and financial institutions in accordance with federal, state, and local regulations and within the established policies and procedures of Camp Hope.

Job Description: The Lead Program Resident Liaison will assist in all aspects of resident engagement, providing information and support to staff and residents.

Responsibilities: The Lead Program Resident Liaison has the following responsibilities and duties:

- Establish resident's individual requirements by carrying out an initial resident profile intake review, documenting any points discussed and tailoring individual communication plans accordingly.
- Identify, facilitate, schedule, collaborate and attend meetings, when necessary, with staff to assist in meeting legal, medical, and financial obligations of residents.
- Supervise employees ensuring they understand their assigned duties and meet the goal of the department.
- Operate as a support and liaison and support system for Camp Hope Residents in the pursuit of justice within the court system, medical professionals, and financial institutions to meet all needs
- Actively seek to resolve any concerns while adhering to company and program policies, procedures, and processes.
- Produce and distribute high quality, easy to understand communication materials as requested.
- Manage database, periodically retrieving documents pertaining to legal, medical, and financial for resident matters.
- Have a firm understanding on human service practices, administrative processes, and organizational policies.
- Possess considerable knowledge of PTSD and general mental disorders, psychosocial aspects of PTSD and general mental disorders, and understanding the needs of the Veteran Community.
- Carries out ad hoc duties as needed to ensure Camp Hope maintains its effectiveness.

Requirements: The Lead Program Resident Liaison should have the following skills, education, and experience:

- Bachelor's degree in public administration, sociology, public health, social work, health/wellness or related field from an accredited college or university highly desired but education will be considered in lieu of education.
- 4 years' experience case manager and/or social worker.
- Competency in Microsoft (Excel, Outlook, PowerPoint, and Word).
- Obtain First Aid, CPR and AED Certifications within one year of employment.
- Self-care activities which encompass self-preservation of mind, body, soul, and spirit to maintain safety, competence, and continue personal and professional growth.
- Must always be able to maintain confidentiality and possess a customer service disposition.
- Able to lift 50 pounds

Physical Requirements: The Lead Program Resident Liaison should have the following skills, education, and experience:

- Regularly requires sitting or standing for extended periods of time.
- Occasional exposure to air and blood borne pathogens and may be required to wear specialized personal protective equipment and exposure to outdoor weather conditions.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Compensation: The PTSD Foundation offers the following:

- Salary: \$45,000.00 - \$60,000.00
- Medical, Dental and Vision benefits
- Life Insurance
- Other benefits